



Voluntary Paternity Quarterly

**Division of Child Support
Enforcement
Hospital Paternity Program**

April-June
Second Quarter 2008

How Do You Spell—SUCCESS?

HPP 2008 7th Annual Voluntary Paternity Conference That's How !!!!

The celebration cake is gone, the decorations are put away, and the Thank You letters are in the mail. That means our 7th Annual Voluntary Paternity Conference has come to an end, but on a good note, it was a tremendous success. From attentively listening to Judge Colleen McNally in respect to the benefits the Judicial System provides for Arizona's families to the wonderful lunch that was catered by One Step Beyond, a non-profit organization that is a comprehensive program for people with cognitive disability, everyone in attendance was very pleased with the outcome of the conference.



Val Casillas, HPP officer and Patricia Martinez, Supervisor, welcoming attendees as they arrive for the conference.



From the left: Honorable Colleen McNally, Family Court Judge Maricopa County Superior Court and Veronica M. Hart Ragland, Assistant Director Division of Child Support Enforcement.

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HPP Contact Numbers:

- Hospital staff only: (602) 771-8136
- IVR for Parents: (602) 274-8303
- Fax Number: (602) 771-8143
- Email: HospitalPaternity@azdes.gov

Calling all E-mails!

Send us your e-mail address & receive your newsletter electronically!

The Keynote Speaker

It is with great honor that we advise you Judge McNally was our keynote speaker for the conference. We would like to share with everyone the 5-Key Ingredients of Procedural Justice that Judge McNally explained to us in depth:

1. Respectful & Dignified Treatment
2. Trust in the Person in Authority
3. Neutrality in Decision-Making
4. Voice & Participation
5. Explanation of Process & Outcomes

Each one of the 5-key ingredients can be integrated into our lives in one form or another. As we put forward our best to assist Arizona's families let us keep in mind the lesson that Judge Colleen McNally has taught us by utilizing the above ingredients in our daily practice and procedure.

A Winning Recipe!



7th Annual Voluntary Paternity Conference SPEAKER DEDICATION



Sharon E. Sergent, Deputy Director, Department of Economic Security, gave a wonderful speech on how Smart Growth will affect all of us and how we can help Arizona's children by encouraging unmarried parents to take advantage of the voluntary paternity program for their child(ren). In return this helps create opportunities for individuals and families by establishing legal fatherhood for children born to unmarried parents. You are building the foundation for their future. Sharon also explained that when paternity is established for a child it is also promoting a "quality of life" for families.



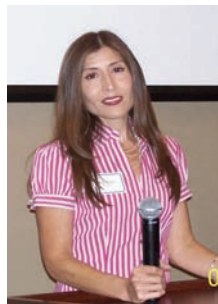
Veronica M. Hart Ragland, Assistant Director DCSE, complimented each of us on how invaluable our jobs are in establishing paternity for Arizona's children. She expressed excitement when she talked about the partnerships that are created everyday between parents, grandparents, hospital personnel, vital registration staff and HPP staff. Veronica made special note of the fantastic partnerships that have been formed and the benefit these partnerships are to our mission.



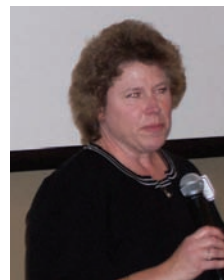
Toni Miller, Birth Registry Manager, Department of Health Services Office of Vital Records, explained how each of us is a critical partner when it comes to the statistics of paternity. She spoke proudly of Vital Records county partners and the volume of work that is performed while providing fast service.



Marjorie Cook, DCSE Outreach & Community Initiatives Manager, was the emcee for our conference. As with everything Marjie does, her poise and professionalism were shining brightly on this special day. If there were "bugs" in the program no one knew about them because of her wonderful ability to keep everyone focused on the matter at hand. We appreciate and recognize you Marjie for the excellent job in leading HPP to a successful conference once again.



Patricia Martinez, Supervisor of Hospital Paternity Program, provided a wonderful presentation of the awards to all hospitals that had a compliance of 75% and above for the year. Thank you Patricia for empowering HPP and guiding us through another successful year.



Melissa Mizelle, LabCorp Regional Account Manager, provided an informative presentation on the ways LabCorp assists families in establishing paternity. Along with Melissa's extensive knowledge of the practices of LabCorp, she included the right amount of humor as a learning tool for her presentation. We must say she was a favorite among the attendees.



(Top Left to Bottom) **Mary Brandenberger**, Sr. Public Relations Specialist and **Gladys Mabey**, Director of Women & Infant Services are both employees of Banner Estrella Hospital. **Mary and Gladys** explained how Banner Estrella is making major improvements to their facility to keep Arizona's children happier and healthier. An in-depth video was shown accenting the new renovations that will soon take place.



If you were one of the less fortunate that was unable to attend our conference here is a summary of the exciting day.

The energy at the 2008 Voluntary Paternity Conference was very high

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The energy at the 2008 Voluntary Paternity Conference was very high. It all began with Marjie, our emcee, quoting a TV Commercial of a little boy who was too excited to sleep she stated, "Are we in Disneyland?" This year's conference was bigger and better than previous years. Our attendance had grown to 109 people—the largest ever. To name a few of the diverse group of people that attended: we had a Judge from Family Court, a Dad from Arizona Center for Responsible Fatherhood, a representative from Social Security Administration, DES agencies that included, DCSE, Child Protective Services, Family Assistance, Domestic Violence, the Attorney General's office., and numerous Birth Recorders and Vital Registration employees, all whom traveled from all across the state. There was an unexpected bonus for attendees: a raffle of 16-wonderful donations from area businesses. Lunch was also provided free of charge. The wonderful lunch donation came from the contributions of LabCorp, Cenpatico Behavioral Health of Arizona, and Tempe Lincoln Mercury of Tempe, Arizona. Our site host, Banner Estrella Hospital provided us with a delicious continental breakfast. We even received an anonymous donation so our attendees could be provided afternoon refreshments.

We would like to thank everyone who made our 2008 Voluntary Paternity Conference a huge success. It is because of all of you and the hard work that you perform on a daily basis that the children of Arizona have a legal father. We look forward to our 2009 Voluntary Paternity Conference. HPP welcomes any suggestions, comments, and/or assistance in organizing for next years conference.

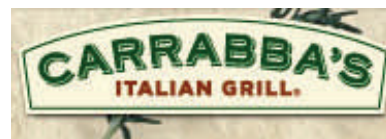


Anonymous Donor

Thank You for Your Support



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Medical Center

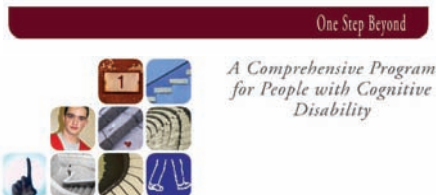


The Arizona Department of Economic Security, Division of Child Support Enforcement Hospital Paternity Program, expresses their deep gratitude to all businesses, companies and organizations who contributed to the 7th Annual Voluntary Paternity Conference. We thank you very much for your support.

Karen Anne's

Tapestry & Home Accessories

Accent Lamps & Humidifiers



Mesa Market Sales

Specializing in Jewelry, Beads, Beanie Babies





Questions Submitted By Participants At the 7th Annual Voluntary Paternity Conference

Question: If a Mother delivers at our Hospital and she and the Baby transfer to their home area Hospital, is it OK to send the Paternity papers from that hospital if we put Dad's name on before we transmit. Submitted by: *Louise Aitken, Summit Healthcare*

Answer: Yes, it is OK for the Hospital that accepted the transfer patient to send the Acknowledgment of Paternity to HPP. Please be aware that the 7-day mandated time frame needs to be adhered to.



Question: What do the parents do about a social security card that was assigned with the original birth certificate name, but the name was changed after paternity was established with the EBC system? Submitted by: *Rolanda Barker, Supervisor Whiteriver Indian Hospital*

Answer: We verified our answer with Jack Burns, Operations Supervisor with the Social Security Administration. The parents will need to contact HPP for a certified copy of the Acknowledgment of Paternity (AOP) that shows the name change. The parents will then bring the certified copy to the Social Security Administration with identification for the child before a new social security card can be issued.

Mr. Burns also stated that, in order to complete the process of the name change, Social Security Administration will need identification for the child that shows the **new name**. Examples of the identification that may be used are: medical records, immunization records, and passports. A driver's license may also be used if this pertains to the child. The certified copy of the AOP showing the name change and the identification that has the new name is how and what is required to change the child's name with the Social Security Administration.



Warm Welcome for DCSE HPP Newest Member



Our newest member, **Valentin "Val" Casillas, CSEO I**, joined our HPP team on April 21, 2008. He was born and raised in Yuma, AZ and has been a resident of Phoenix for approximately one and a half years.

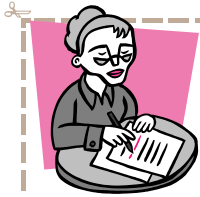
Val brings to HPP an extensive background to his working career. The knowledge he possesses comes from Collections and in addition to 1 year under his belt in Family Assistance Administration, he also has experience in the Human Services Department. One asset Val carries with him is his ability to speak fluent Spanish.

Val has 2-children, an 11 year old daughter and a 10 year old son. He describes himself as an outdoors person who loves sports, happy hour and his Mach3 razor for his hairstyle!! Another trait of Val's is that he loves to make people smile.

Val's goal is to gain as much knowledge as he can to promote himself throughout the Division of Child Support Enforcement. We welcome you to our team, Val. Best of Luck to you and your future endeavors with DCSE HPP.



Excellent & Effective Customer Service Is Part of Our Job!



Note from the Editor: Staff within the Division of Child Support Enforcement (DCSE) recently received this message from their Assistant Director. As I read it, I thought of our work in educating unwed parents as to the importance of establishing paternity for their newly born child and encouraging the parents to consider taking advantage of the hospital voluntary paternity program. I was able to relate many of her statements to the work performed daily by you and DCSE HPP staff. I have bolded some of the statements that stood out to me. What stands out to you? Given the number of children you help daily, I would venture that when dealing with your parents you are “listening carefully, educating the customer (parents), being knowledgeable about agency policy (the importance of paternity), and demonstrating genuine concern (for the child by encouraging the completion of an Acknowledgment of Paternity document)...” What other means of excellent customer service are you giving?



Dear DCSE Professionals,

Although the Office of Child Support Enforcement hasn't developed a quantitative measure for Customer Service, yet, Customer Service is a crucial measure of our success.

Many of us think of customer service as the interaction that *SOME* of our positions have with the people that apply for our assistance. However, **ALL of our positions require that we provide customer service.** When you interact with your co-workers, supervisors, subordinates, other DCSE office or administrations, you are providing customer service. A presentation that I recently reviewed pointed out that **a person defines customer service not by the outcome that they receive, but by their experience.**

To truly provide excellent and effective customer service, experts consistently point to several qualities: **listening carefully, educating the customer, being knowledgeable about agency policy, and demonstrating genuine concern to name a few.** Being intentional about applying these qualities during your customer service opportunity will fill what I refer to as customer service “gaps.”

A Fall 2006 article from the Office of Child Support Enforcement's Commissioner, Margot Bean, states that aspects of customer service can be measured, such as **providing what we promise, conveying accurate information, treating our customers with dignity and respect, communicating with our customers clearly, and using resources efficiently.** But the most important lesson that the article emphasized is to **“Always give people more than they expect.”**

Working closely with DCSE's Executive Correspondence Unit, I am able to see the Division's customer service opportunities, firsthand, because these are the customers that are often left with a “gap” in their customer service experience and, thus, seek another experience. Recently, the local ABC affiliate published a story about why child support customers *have* to rely on collection agencies. What the story failed to report is that the collections that she did receive resulted from tax intercepts and an income withholding order administered by DCSE, rather than any collection agency effort. The collection agency filled a “gap” in her customer service experience by listening to her and, through its agreement with her, promised a different experience than she received from our agency.

After the story, Andrea Wiggins from the DCSE Executive Correspondence Unit contacted the custodial parent, listened to her, informed her about the actions that DCSE had taken, and educated her about the result of her agreement with the collection agency. The custodial parent canceled her agreement with the collection agency, signed a release allowing us to discuss her case, and stated that she would call the local ABC affiliate to correct the misunderstandings, immediately! Andrea **listened to her, educated her, explained agency policy, and demonstrated concern for her family and for her.** Andrea filled her customer service “gaps” and provided her with a fulfilling customer service experience. The custodial parent didn't go away expecting that her obligor would suddenly become a consistent payer. But, she did leave the experience with a better understanding of DCSE's authority, available enforcement remedies, and collection agency agreements.

Because customer service is a crucial measure of our success, and an opportunity to avoid costly, duplicative, and unnecessary work, endeavor to give the best experience to all of your customers by giving your customers more than they expect and by filling those customer service “gaps”!

Best regards,

Veronica M. Hart Ragland, Esq.

Assistant Director, Division of Child Support Enforcement
State of Arizona Department of Economic Security



A Tool for Making a Difference



One the most important things you can do for a child born to unwed parents is to establish paternity.

We all love our children and want to do what is best for them. Encourage unwed parents to establish paternity. Just as childhood immunizations protect against diseases, establishing paternity aids in protecting a child and their future.

Explain to parents the benefits of establishing paternity and more importantly, explain to them what can happen if paternity is not established. Life is not perfect and situations can happen in an instant. It is disheartening to tell a parent or relative calling to request information on how to establish paternity when dad or mom is deceased that it may no longer be possible through normal HPP channels or through the Voluntary Paternity process; it becomes a more complicated, costly procedure and in some situations not possible at all.

Education is key. Make a difference in a child's life by helping unwed parents to fully understand the importance of establishing paternity.

Sincerely,

Patricia Martinez
HPP Supervisor
Division of Child Support Enforcement



Greetings from the Maricopa County Office of Vital Registration!



First, I'd like to say how wonderful it was to see everyone at the HPP Annual Conference. The conference is always a wonderful opportunity to catch up with you, our friends, as well as meet new partners to share concerns, successes, etc. Thank you HPP and Banner Estrella Medical Center for hosting such a wonderful event.

There are a few things that I'd like to share with all of you. Yolanda and the Birth Registration Unit Staff have expressed that your service and prompt responses has been very helpful toward resolving issues for our mutual customers. There have been many times that a customer/parent is in our office experiencing a hardship due to an error and in order to clarify an issue requires that our staff contact you. Many times, with your assistance, we are able to resolve the issue while the customer waits. They and we are extremely grateful to you for your assistance regarding such matters.

In addition, we are participating in many events over the next upcoming months that we would like to share with you. They are as follows:

- June 7th – Univision Public Community Forum
- June 21st – Guatemala Consulate Mobile Services Event in Chandler
- June 27-June 28 – Arizona Funeral Director's Association (AFDA) Conference
- July 19th - Back to School Event
- October 11th – Bi-National Health Event

There will certainly be more to come. When we participate in community events, it is usually birth registration and issuance information that the community seeks. Thanks again for all you do!

Sincerely,

Michele Castaneda-Martinez, Program Manager
Maricopa County Dept. of Public Health
Office of Vital Registration



Tell Others

Economic Crunch ~ Resources for Families

As partners in our communities, we play an important role in strengthening and supporting our communities, particularly in tough economic times. With record home foreclosures, restrictions in the credit market, and increasing gasoline and food costs, many people – including our co-workers, family members and the people we serve – need a simple way to access information about the resources and assistance available to them in their communities. Having information about the supportive resources available in the community can make these difficult times a little easier. Being able to locate and access support services is key.

Governor Napolitano's Children's Cabinet, in partnership with the United Way and other community partners, has developed an informational campaign – Feeling the Economic Crunch? Find the Financial Help You Need – aimed at Arizonans who are currently experiencing financial stressors who may not know where to turn, or who are not used to reaching out for help.

Where to Find Information

Visit the easy to navigate feature site on www.AZ211.gov <<http://www.az211.gov/>> to obtain a copy of the ***Feeling the Economic Crunch?*** brochure <http://www.az211.gov/images/stories/FeatureSection/family_economic_relief/brochure.pdf>. The brochure gives an overview of places individuals can contact for information and assistance, and the easy-to-navigate AZ 2-1-1 feature site includes more detailed information and tips in many areas, including debt/financial assistance, saving on household bills and gas, and health insurance or counseling.

We hope this information will provide a vital link for helping people weather the current economic situation. Share this information with co-workers, family, and friends. The brochure and feature site may also help families with whom we work to find the help that they need.

DID YOU KNOW?

ABILITY TO SUSPEND OR REVOKE LICENSES

DCSE has the Authority to Suspend or Revoke Professional or Occupational Licenses for Failure to Pay Child Support.

For more information regarding the suspension of professional licenses please refer to our website:
www.azdes.gov/dcse

AOP Form

The 3-boxes located in the Child's Information section of the Acknowledgment of Paternity only need to be checked if Mom is married at the time of birth or conception **or** divorced less than 10-months prior to the child's birth.

If Mom is married she will need to complete a Waiver of Presumed Father and attach to the AOP and forward both forms together to HPP.



Please do not make a copy of the Acknowledgment of Paternity for the parents.

If you receive any requests for copies please remember to refer the parents to HPP.

You Can Establish Paternity For Children:

- Up to 18 years of age
- If Father is incarcerated
- When Father doesn't live in Arizona
- When Father is in Foreign Country
- When parent(s) are minors

"The reward of a thing well done is to have done it."

-Ralph Waldo Emerson



Another Successful DCSE HPP Workshop



Front left to right: Instructor, Ben Chavez, Valerie Martinez, Casa Grande Regional; Kim Boston, Banner Page; Geraldine Romero, Phoenix Indian; Carol Curley, Phoenix Indian

Back left to right: Maggie Alvarado, Banner Estrella; Alicia Garcia, Casa Grande Regional; Tiffany Dolan, Casa Grande Regional; Karen Tsinnie, Navajo County Vital Registration; Pamela Anderson, Whiteriver Indian; Raynee Norris, Phoenix Indian; Cornelia Clendon, Whiteriver Indian.

On June 13, 2008 HPP was host to another successful training workshop. Attendance was excellent. There were 11 people that participated including Navajo County Vital Registration. Thank you Karen for partnering with us.

While reviewing the evaluations, one of the attendees asked if we could give more scenarios and/or questions that the Mom would ask while the birth recorder interviews her to establish paternity.

We are asking for your help. Please send in any questions that the parent's ask that may be of assistance to some of our new birth recorders in establishing paternity. Most of you are on the "front line" and have first hand experience when it comes to fielding questions from the parents regarding paternity.

You may forward your questions to our address or email Marilyn at mbell@azdes.gov



Future Workshops

Voluntary Paternity Workshop

DATE: July 18, 2008

TIME: 10:00 a.m.

PLACE: Whiteriver Indian Hospital
200 W. Hospital Dr
Whiteriver, AZ

Everyone is invited so please join us for our **Voluntary Paternity Workshop** that will be held in the conference room at **Whiteriver Indian Hospital**.

Voluntary Paternity Workshop

DATE: August 8, 2008

TIME: 10:00 a.m.

PLACE: Pima County Vital Registration
3950 S. Country Club Rd
Tucson, AZ 85714

Everyone is invited so please join us for our **Voluntary Paternity Workshop** that will be held in the conference room at **Pima County Vital Registration**.



Division of Child Support Enforcement
Hospital Paternity Program

Do you or your hospital need HPP related training?

HPP staff are here for you.
Call us.

Phone: (602) 771-8181 ext 18136

Fax: (602) 771-8143

Email: HospitalPaternity@azdes.gov



Does your hospital need more
paternity handout pamphlets?
Contact DCSE HPP to obtain as
many as you need.

Did You Know?

Children born outside the boundaries of a legal marriage, as defined by law, do not have the same legal rights as a child with a legal father.

Establishing paternity gives a child born outside of a marriage the same legal rights as a child born to married parents.

You can make a difference!



Voluntary Paternity Quarterly Reaching Out

DCSE HPP welcomes everyone who joined the email list for the *Voluntary Paternity Quarterly*:

You too can electronically receive the *Voluntary Paternity Quarterly*. Send your request to HospitalPaternity@azdes.gov.

Voluntary Paternity Workshop



Hospital Paternity Program training on the Voluntary Paternity Workshop is now available on a regular basis throughout 2008 at the HPP office in Phoenix. These classes are offered in addition to the individual hospital visits HPP staff make. Birth recorder supervisors are encouraged to attend, as well.



Training includes hands-on forms training with an in-depth discussion on the importance of accurate, complete and timely information. Information related to voluntary paternity is covered. Each training session begins promptly at 9:00 am and ends at approximately 12:00 noon.

Voluntary Paternity Workshop Dates

September 5, 2008

December 5, 2008

Others Upon Request

Please call or email the names of staff that you would like to have trained as well as the dates.

Looking forward to hearing from you!

Phone: (602) 771-8136

Fax: (602) 771-8143

Email: HospitalPaternity@azdes.gov



Every Arizona child deserves a legal father!

Voluntary Paternity Services

Free ... Easy ... Quick ... Simple

Contact:

**Arizona Department of Economic Security
Voluntary Paternity Program**

(602) 252-4045

Toll free in Arizona: 1-800-882-4151



Benefits of Having a Legal Father

Children with legal fathers are entitled to benefits through their fathers that may include Social Security benefits, veteran's benefits and inheritance rights. Children may also benefit by knowing their biological family's cultural, medical, and biological history.

Up to age 18

**In Arizona, paternity can be
established up to age 18.**



Shooting Stars

Unwed Births
10,444

2ND Quarter 2008

Acknowledgments of Paternity
8,368 (80.12%)

Banner Good Samaritan Medical	75.85%	Tucson Medical Center	86.93%	Mercy Gilbert Medical Center	97.33%
Little Colorado Medical Center	76.74%	Phoenix Indian Medical Center	86.96%	Del E. Webb Memorial Hospital	97.99%
Valley View Medical Center	77.46%	Arrowhead Community Hospital	87.50%	Payson Regional Medical Center	100.00%
Kingman Regional Medical Center	78.02%	Cobra Valley Community Hospital	88.33%	Hopi Health Care Center	100.00%
Saint Joseph's Hospital Phoenix	78.59%	Mountain Vista Medical Center	88.68%	Birth & Women's Health Center	100.00%
Banner Desert Medical Center	80.91%	Western Arizona Regional Center	93.22%	Whiteriver Indian Hospital	108.33%
Carondelet Holy Cross Hospital	81.32%	Summit Healthcare Regional Medical Center	94.07%	Tuba City Regional Healthcare Corp	108.70%
Banner Thunderbird Medical Center	81.90%	Banner Gateway Medical Center	94.94%	Mesa General Hospital	109.21%
Casa Grande Regional Medical Center	82.81%	Banner Baywood Medical Center	95.29%	Banner Page Hospital	109.52%
Banner Estrella Medical Center	84.66%	John C. Lincoln Hospital	96.04%	Scottsdale Memorial Hospital / Shea	111.63%
Carondelet St Joseph's Hospital	86.10%	Scottsdale Memorial Hospital / Osborn	96.18%	Verde Valley Medical Center	111.90%
Havasú Samaritan Regional Hospital	86.67%	Maryvale Samaritan Hospital	96.84%	Yavapai Regional Medical Center	115.24%

The Hospital Paternity Program commends birth registrars and nursing staff statewide for aiding Arizona's children. On a daily basis, you all demonstrate tremendous team work and effort as you work to get them a legal father. Those hospitals reaching a 75% or higher compliance rate this quarter are listed above.

How do we help the rest of the children?